

Administrative Process Improvement Project Outcomes for New Student Orientation (NSO)

The team focused on how to improve the process used by advisors for collecting student information prior to NSO events, reviewing how that information is gathered today, and how information could be generated by creating reports that would benefit advising during NSO. A new Hyperion dashboard was developed and will improve efficiency and accuracy, and save time for advising units. The dashboard pulls all the information that is needed to assist with advising students during the NSO events into a Student Profile and allows for Excel spreadsheets if needed or preferred.

Background:

Review the current pre-NSO Advising Activity; explore and test alternative methodologies, with a focus on improving advisor access to the information in order to improve the advising experience for the student. In addition, the team will determine whether other information might assist the orientation or student affairs areas as they work to continuously improve service to our students

Currently Students complete an advising activity (via a google doc) prior to attending New Student Orientation (NSO). The Pre-NSO Activity gives new students the opportunity to explore majors, consider courses, learn about first-year programs, and thus to be more knowledgeable prior to attending orientation

Updates to NSO Reservation System:

- A new page was added to the site that allows students to self-select both academic and co-curricular opportunities they may be interested in pursuing in the fall
- Both advisors and Student Affairs staff will have access to this information through Hobsons Retain and can directly target students who are interested in their specific programs

Gathering Student Information pre-NSO event:

- Eliminated the separate survey form (Google Docs)
 - After a review of how information is gathered, accessed and displayed using Google Docs, the team determined the tool was not effective or efficient due to the way information was displayed and access issues – Google Docs was eliminated as the tool for collecting pre-NSO student information
 - Google Docs was a standalone product that does not interface with Banner data
- Reduced the number of questions that were being asked, only used “relevant” questions that will benefit advisors
- Survey questions were incorporated on the NSO registration form for Summer 2014
 - Outcome expected is the percentage of students completing the questions will increase

New NSO Dashboard Report:

- Consolidated information on one page report
 - Report pulls information from Banner and the NSO registration tool and displays in a one page report
- Eliminates the need for advisors to use printed reports along with looking up necessary information on several Banner INB forms
- Can do lookups by College, Advisor or Student ID – advisors can quickly have information displayed on a one page or report

Pre-NSO Information for New Freshmen:

- Checklist for new students was adapted and the former “Choosing Your Major Activity” was revised and published on the NSO website- “Exploring Your Options” - http://www.memphis.edu/nso/nso_explore.php
 - The website defines terms and programs that students need to be familiar with
 - It prepares students to meet with their advisor with more academic knowledge

Training and Training Materials:

- Materials will outline how to use the new dashboard report and will be published on the Advisor website for future reference
- Training will be held April 25th, 29th and 30th

Sample of the new Dashboard report:

University of Memphis New Student Orientation	Student Profile	Page 1 of 1 Product of Process Improvement																											
<div style="display: flex; justify-content: space-between;"> <div style="width: 40%;"> <h3 style="margin: 0;">White, Cinderella</h3> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Banner ID: U00000000 NSO Session Date: 05/29/2014 - 05/30/2014 Birth Date: 06/29/1996 Age: 17 Cleared for Registration: Gender: F Student Type: NSO Major: TAL Banner Major: High School: Bartlett High School High GPA: 3.41 UofM Advisor: UUID: cwhite Honor Code:</p> </div> </div> <div style="width: 55%;"> <h4 style="margin: 0;">Dual Enrolled Classes</h4> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Term</th> <th>Course</th> <th>Section Id</th> <th>Grade</th> </tr> </thead> <tbody> <tr> <td colspan="4" style="height: 20px;"> </td> </tr> </tbody> </table> <h4 style="margin: 10px 0 0 0;">History Requirement</h4> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>High School</th> <th>Subj Code</th> <th>Subj Years</th> </tr> </thead> <tbody> <tr> <td>U.S.T.</td> <td></td> <td>1</td> </tr> </tbody> </table> <h4 style="margin: 10px 0 0 0;">Questions and Answers</h4> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Question Text</th> <th>Response</th> </tr> </thead> <tbody> <tr> <td>Have you taken any dual enrollment courses?</td> <td>no</td> </tr> <tr> <td>Have you taken Advanced Placement/AP exams?</td> <td>no</td> </tr> <tr> <td>Are you interested in pursuing a healthcare career?</td> <td>no</td> </tr> <tr> <td>Are you interested in attending law school?</td> <td>no</td> </tr> <tr> <td>Which of these activities or services are you interested in at the University of Memphis? Select all that apply.</td> <td> Commuter Students ~ Greek Life ~ Leadership Opportunities ~ Student Activities ~ Student Organizations </td> </tr> </tbody> </table> </div> </div>			Term	Course	Section Id	Grade					High School	Subj Code	Subj Years	U.S.T.		1	Question Text	Response	Have you taken any dual enrollment courses?	no	Have you taken Advanced Placement/AP exams?	no	Are you interested in pursuing a healthcare career?	no	Are you interested in attending law school?	no	Which of these activities or services are you interested in at the University of Memphis? Select all that apply.	Commuter Students ~ Greek Life ~ Leadership Opportunities ~ Student Activities ~ Student Organizations	
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